

Appl. No. 10/083,225
Amendment dated Feb. 18, 2005
Reply to Office Action of Nov. 18, 2004
Docket No. BOC9-2001-0011 (302)

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1. (Currently Amended) An automated method of transferring a call comprising:

within an established call with a calling party, receiving from said calling party a request specifying a name;

comparing said name with a listing of names and associated directory numbers to determine if there is a match;

processing a directory number associated with said matched name ~~according to translation attributes to determine a~~ to select a dialable number from among a set of numbers, said selection based upon a set of customizable dialing preferences and a set of customizable translation attributes; and

sending said dialable number to a telephony switch to transfer said call.

2. (Original) The method of claim 1, said processing step further comprising:

processing a directory number associated with said matched name according to local switch specific translation attributes.

3. (Original) The method of claim 2, said processing step comprising:

processing said directory number according to translation attributes selected from the group consisting of local area codes, a defined service area, telephony protocols, telephony switch specific parameters for completing said call transfer, and company specific dialing preferences.

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4. (Original) The method of claim 3, further comprising:
specifying said translation attributes.
5. (Original) The method of claim 2, said receiving step further comprising:
receiving a user spoken utterance specifying said name; and
speech recognizing said user spoken utterance to determine said name.
6. (Original) The method of claim 2, said receiving step further comprising:
receiving dual tone multi-frequency key input specifying said name.
7. (Original) The method of claim 1, said processing step further comprising:
determining whether said directory number is an internal number or an external
number.
8. (Original) The method of claim 7, said processing step further comprising:
for said internal number, identifying an internal extension within said directory
number.
9. (Original) The method of claim 8, said processing step further comprising:
adding at least one of a predetermined internal prefix and a predetermined internal
suffix to said directory number.
10. (Original) The method of claim 7, said processing step further comprising:
for said external number, determining whether said directory number is a local
number or a long distance number.

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11. (Original) The method of claim 10, said processing step further comprising:
for said long distance number, adding at least one of a predetermined long distance prefix and a predetermined long distance suffix to said directory number.
12. (Original) The method of claim 10, said processing step further comprising:
identifying a specified grouping of digits within said number and replacing said identified grouping with predetermined substitute digits.
13. (Original) The method of claim 1, said processing step further comprising:
determining that said directory number is associated with a tie-line; and
adding at least one of a tie-line prefix and a tie-line suffix to said directory number.
14. (Currently Amended) A directory assistance system comprising:
a database specifying a listing of names and corresponding directory numbers; and
an interactive voice response unit configured to receive a request for a name from a calling party over an established call, to compare said name with said listing of names to determine if there is a match, to process a directory number associated with said matched name ~~according to translation attributes to determine~~ to select a dialable number from among a set of numbers, and to send said dialable number to a telephony switch to transfer said call;
said selection based upon a set of customizable dialing preferences and a set of customizable translation attributes.
15. (Original) The system of claim 14, further comprising:
a telephony switch operatively connected to said interactive voice response unit, wherein said telephony switch is configured to receive said dialable number and transfer said call to said dialable number.

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16. (Currently Amended) A machine-readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

within an established call with a calling party, receiving from said calling party a request specifying a name;

comparing said name with a listing of names and associated directory numbers to determine if there is a match;

processing a directory number associated with said matched name ~~according to translation attributes to determine to select~~ a dialable number from among a set of numbers, said selection based upon a set of customizable dialing preferences and a set of customizable translation attributes; and

sending said dialable number to a telephony switch to transfer said call.

17. (Original) The machine-readable storage of claim 16, said processing step further comprising:

processing a directory number associated with said matched name according to local switch specific translation attributes.

18. (Original) The machine-readable storage of claim 17, said processing step comprising:

processing said directory number according to translation attributes selected from the group consisting of local area codes, a defined service area, telephony protocols, telephony switch specific parameters for completing said call transfer, and company specific dialing preferences.

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19. (Original) The machine-readable storage of claim 17, said receiving step further comprising:

receiving a user spoken utterance specifying said name; and
speech recognizing said user spoken utterance to determine said name.

20. (Original) The machine-readable storage of claim 17, said receiving step further comprising:

receiving dual tone multi-frequency key input specifying said name.

21. (Original) The machine-readable storage of claim 16, said processing step further comprising:

determining whether said directory number is an internal number or an external number.

22. (Original) The machine-readable storage of claim 21, said processing step further comprising:

for said internal number, identifying an internal extension within said directory number.

23. (Original) The machine-readable storage of claim 22, said processing step further comprising:

adding at least one of a predetermined internal prefix and a predetermined internal suffix to said directory number.

24. (Original) The machine-readable storage of claim 21, said processing step further comprising:

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for said external number, determining whether said directory number is a local number or a long distance number.

25. (Original) The machine-readable storage of claim 24, said processing step further comprising:

for said long distance number, adding at least one of a predetermined long distance prefix and a predetermined long distance suffix to said directory number.

26. (Original) The machine-readable storage of claim 24, said processing step further comprising:

identifying a specified grouping of digits within said number and replacing said identified grouping with predetermined substitute digits.

27. (Original) The machine-readable storage of claim 16, said processing step further comprising:

determining that said directory number is associated with a tie-line; and

adding at least one of a tie-line prefix and a tie-line suffix to said directory number.